

AZNET SLAs and Operations Scorecard - April 2008

| Service Level Agreement | Target | | SLA | SLA by Zone | | | | Ticket Metrics | | |
|--|---------|----------|---------|-------------|--------|------|------|----------------|-------------|---------|
| | | | | A | B | C | D | Ticket Count | Ticket Time | Average |
| CRITICAL SERVICE LEVEL | | | | | | | | | | |
| Severity Level I (MTTR) | see 1.1 | | -12.97 | -12.97 | 0.00 | 0.00 | 0.00 | 4 | 7.03 | 1.76 |
| Severity Level II (MTTR) | see 1.2 | | -28.04 | -12.79 | -15.26 | 0.00 | 0.00 | 10 | 38.96 | 3.90 |
| Tier I Availability* | 99.999% | 99.995% | | | | | | 2 | 3.09 | 1.55 |
| Tier II Availability* | 99.99% | 99.997% | | | | | | 9 | 11.15 | 1.24 |
| Tier III Availability* | 99.9% | 99.995% | | | | | | 3 | 31.74 | 10.58 |
| Tier IV Availability* | 98% | 100.000% | | | | | | 0 | 0.00 | N/A |
| Site Chronic Problem | see 1.3 | 0 | | | | | | | | |
| PMO Escalation | see 1.4 | 0% | | | | | | Ticket Count | # Missed | Average |
| STANDARD SERVICE LEVEL | | | | | | | | | | |
| Severity Level 3 Tickets Responded to on Time* | 100% | | | 100% | 97% | 95% | 100% | 498 | 3 | 6.98 |
| Trouble Tickets Not Reopened | 98% | | 99% | | | | | | | |
| Service Requests Not Ticket Reopened | 98% | | 99% | | | | | | | |
| On-Time Completion of Services* | 95% | | 89% | | | | | | | |
| On-Time Completion of Projects* | 95% | | TBD | | | | | | | |
| Time to Dispatch* | 98% | | 53% | | | | | | | |
| SYSTEM SERVICE LEVEL | | | | | | | | | | |
| | Feb | Mar | Apr | | | | | | | |
| Severity Level I | 0.00 | 0.00 | -12.97 | | | | | | | |
| Severity Level II | -55.41 | -54.66 | -28.04 | | | | | | | |
| Tier I Availability* | 99.997% | 99.998% | 99.995% | | | | | | | |
| On-Time Completion of Service* | TBD | TBD | TBD | | | | | | | |
| On-Time Completion of Projects* | TBD | TBD | TBD | | | | | | | |

| Operations | | | | | | | | | |
|--|-------|-----------|---|------------------------------------|-------|-------|-------|-------|------|
| All Trouble Tickets by Type | | Count | % | Avg. Time | Sev 1 | Sev 2 | Sev 3 | Notes | |
| Legacy Voice | | 370 | 61% | | | | | | |
| IPT | | 37 | 6% | | | | | | |
| Data | | 105 | 17% | | | | | | |
| Call Center | | 42 | 7% | | | | | | |
| Security | | 53 | 9% | | | | | | |
| Total | | 607 | 100% | | | | | | |
| Volumes | Count | Notes | MAC Resolved | | | | Count | % | |
| Activities Created | 2781 | | Voice Hard MAC | | | | 642 | 43% | |
| Activities Resolved | 2312 | | Call Center Hard MAC | | | | 3 | 0% | |
| % Resolved | 83% | | Hard MAC Subtotal | | | | 645 | 44% | |
| Requests for Information | Count | Avg. Time | Voice Soft MAC | | | | 489 | 33% | |
| Requests | 225 | | Call Center Soft MAC | | | | 0 | 0% | |
| Total | 225 | | PON Change (BILL) | | | | 16 | 1% | |
| Current Support | | Count | Security (DRTC, SFWC, SPWR, SVPA, SVPD, SDUD, SDUA, SPRR) | | | | 35 | 2% | |
| Seats Supported | | 40,448 | Non Billable (911A,911D,NSOF,PRMN,NHRD) | | | | 48 | 3% | |
| Routers Supported | | 891 | Soft MAC Subtotal | | | | 588 | 40% | |
| Monthly State-wide Hard MAC Allocation | | 674.13 | T&M Labor Voice (LBV1, LBV2, LBV3, LBVQ, VAAL) | | | | 35 | 2% | |
| Monthly State-wide Soft MAC Allocation | | 3370.67 | T&M Call Center (LBC1, LBC2, LBC3, LBCQ, CSUP, CDEV) | | | | 19 | 1% | |
| AZNET Support Desk ACD Stats | | Count | % | T&M Data (LBD1,LBD2,LBD3,LBDQ) | | | | 19 | 1% |
| Offered | | 990 | | T&M Security (LBS1,LBS2,LBS3,LBSQ) | | | | 16 | 1% |
| Answered | | 877 | 89% | Equipment only (EQON) | | | | 6 | 0% |
| Terminated (voicemail) | | 50 | 5% | LVL1 | | | | 152 | 10% |
| Abandon (hang-up) | | 63 | 6% | Misc. MAC Subtotal | | | | 247 | 17% |
| Avg. Time to Answer | | 34 sec. | | Total | | | | 1480 | 100% |

Notes (Sample)

- Delivered Security Report
- Delivered Inventory Plan
- Look into MAC allocation for month of August.